

Abstract

Apparatus and methods are provided for using automatic speech recognition to analyze a voice interaction and verify compliance of an agent reading a script to a client during the voice interaction. In one aspect of the invention, a communications system includes a user interface, a communications network, and a call center having an automatic speech recognition component. In other aspects of the invention, a script compliance method includes the steps of conducting a voice interaction between an agent and a client and evaluating the voice interaction with an automatic speech recognition component adapted to analyze the voice interaction and determine whether the agent has adequately followed the script. In yet still further aspects of the invention, a voice record of the given interaction can be analyzed at least in part to determine whether the agent spoke any extraneous material not dictated by the script, apart from or in addition to ensuring that the voice record contains all material required by the script. The voice record can be analyzed against a pre-defined list of specific words or phrases to identify instances of profanity or abusive language used by the agent.

15